

Kevin and Catherine Griffin

8 Adam Court
Salem, NH 03079

July 30, 2009

Mr. Jack Solloway

President, Soil Away
5 Eastpoint Drive, Suite 11
Hooksett, NH 03106

Dear Jack,

We are writing to express our sincere gratitude for your company's expedient and professional response to our family's recent experience with a smoldering pellet stove fire. As you know, the fire created a very dangerous medical situation for our oldest son, as the toxic smoke from the stove filled our home. Our experience with your company was nothing short of outstanding during a very stressful and hectic time. We learned, from the perspective of homeowners, that there are many stages to the restorative process. We wanted to take a few moments, to reflect in writing, upon the time we spent with your expert team during the restoration of our home.

- Initial call and Team arrival at our home: It only took one call! The call was professionally handled in an efficient, informative, and emergent manner. J.T. was reassuring and diligent in his response. You and your team arrived at our home within a few hours of our call. From our first meeting and then throughout the restoration process both you and your team were professional, educated, trained, responsible, thorough, informative, supportive, caring, personable, considerate, and patient. We couldn't have been in better hands!
- Evaluation of situation and Care of home: It is quite evident that you and your teams are highly trained. You, J.T., and Dave quickly assessed our restoration needs, came well equipped, made a plan, and began the restoration process. The ability to quickly assess the situation saved our home from more damage than it had already sustained. During the restoration process, everything in our home, from personal items to the structure itself, was treated with the same care and concern that we would use as homeowners.
- Care of homeowners: Aside from being professionally trained and educated, Dave and the team members were extremely sensitive to the fact that our family was experiencing a hardship. We felt as though we were provided with a "safety net" during the process. The professional responsibilities were accepted and embraced by the team, then we were guided through the restoration process one step at a time. Professional expertise took the brunt of the weight off of our shoulders. We had so much to think about, and although your team had a lot of work to do, they always took the time to answer our questions and address our concerns. They made themselves available when they could sense that we needed to take a breath and regroup. They indulged us in needed conversation breaks and were very good at providing a much needed laugh for stress relief. Both professional and personal needs were addressed, and that effort was so greatly appreciated.

- Attention to minute details: We truly felt that our home was handled as an individual, unique situation and progress was evaluated daily. We were so relieved by your ability to understand that our situation was medically hazardous and that restoration must be carefully executed. As promised, under your watchful eye, that of Dave the team leader, and John the "carpet master", every last bit of soot, toxic debris, and odor on every surface and in every carpet fiber was removed! Incredibly the results of the team's fine work were evidenced and solidified by Environmental Health and Safety Testing. Congratulations to all of you for achieving an absolute 100% restoration of our home! 100% restoration meant that we could safely bring our family home! Home, not only to a structure, but to a healthy, safe place where family life could resume! Our children were overjoyed!

The fact that we had the opportunity to deal with such a well-managed company, during a very challenging time, alleviated much of our stress and concern. The attention and service that you and your teams provide to your customers is certainly remarkable. We are extremely grateful for all that you have done for us and will certainly recommend Soil Away to anyone we know that has cleaning needs and/or emergent restoration needs. We will certainly be in touch for any of our future needs. We are so thrilled to be home!

Sincerely,

A handwritten signature in cursive script that reads "Kevin & Catherine Griffin". The ink is black and the signature is fluid and connected.

Kevin and Catherine Griffin